

**Service Level Agreement (SLA)**  
**Between**  
**The Unemployment Insurance Agency (UIA)**  
**and**  
**The Department of Information Technology**

Duration of Agreement	
From March 1, 2004	To: February 28, 2005

Signatories	
<p>Signed for and on behalf of: Department of Information Technology</p> <p>Debra J. Patterson</p> <p>Signature <u>Debra J. Patterson</u></p> <p>Client Services Director</p> <p>Date <u>3/29/2004</u></p> <p>Signed for and on behalf of: Department of Information Technology</p> <p>Teri Takai</p> <p>Signature <u>Teri Takai</u></p> <p>Director, Department of Information Technology</p> <p>Date <u>5/12/04</u></p>	<p>Signed for and on behalf of: Unemployment Insurance Agency</p> <p>Sharon Bommarito</p> <p>Signature <u>Sharon M. Bommarito</u></p> <p>Unemployment Insurance Director</p> <p>Date <u>3/26/04</u></p>

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## **A. GENERAL**

### **1.0 Purpose and Objective**

This Service Level Agreement (SLA) has been jointly created by UIA and the Department of Information Technology (DIT) to detail the conditions and expectations of our two organizations regarding the delivery of information technology services.

We believe this SLA will help us express our expectations of each other, manage our respective workloads, communicate more effectively and quickly resolve any service problems that may arise. This document can be viewed as a building block that will contribute to a long-term relationship. Accordingly, no changes will be made to this document without the agreement of both organizations. This document will remain in effect until explicitly replaced or terminated.

### **2.0 Scope**

DIT will provide the following services at all UIA locations. These services include application development and maintenance, helpdesk services, voice, desktop and field services, computing services, data and network connectivity services, disaster recovery and business resumption services, information technology and consulting services, procurement and contract management. These services do not extend to home office site visits.

### **3.0 SLA Roles and Responsibilities**

DIT shall:

- Be responsible for providing the resources and skills to deliver the agreed-to services identified in the SLA.
- Communicate the methodology for pricing and the process for collecting fees and payments.
- Organize, facilitate and attend meetings in order to meet service objectives and business demands.
- Commit to teamwork and conflict resolution.
- Ensure the needs and concerns of the UIA are represented.

UIA shall:

- Assign an individual as the UIA SLA Manager.
- Commit to teamwork and conflict resolution.
- Communicate all issues and problems to DIT following the problem management and escalation procedures outlined in this document and its associated attachments.
- Communicate with DIT to ensure that DIT is adequately informed about UIA needs, requirements and business directions. The Agency must communicate with DIT immediately if there are changes in program direction. New initiatives must be communicated to DIT so that adequate preparation and procurement time is available to implement new or enhanced services.
- Include appropriate DIT Information Officer in IT strategic planning activities.

#### **4.0 Contact Information:**

The Information Officer will be the primary representative from DIT managing and ensuring service delivery as identified in the SLA.

Jim Hogan, 373-6702, Hoganj@michigan.gov

Sandra Damesworth has been identified as the UIA's SLA Manager and will be the primary representative for UIA

#### **Help Desk (1-800-968-2644)**

The DIT Help Desk is available 7:30 – 7:30, during normal State operating business days. This Help Desk is the point of contact for UIA service requests and problems.

#### **5.0 SLA Problem Management and Escalation**

It is anticipated that the services provided by DIT will be acceptable to the UIA. In the event that the UIA is dissatisfied with the services provided, the UIA SLA manager should contact the DIT IO. The IO will resolve with issue to the UIA's satisfaction. If a mutual resolution can not be reached, the issue will be elevated to the Director of the Department of Information Technology.

#### **6.0 SLA Document Change Process**

Changes to this agreement may be negotiated based on changing business or service needs or significant variances from service commitments. Requests can be submitted to the Information Officer or the UIA's SLA Manager, and they will negotiate the changes. The changes must be agreed to by the Directors, or their designees, of both organizations.

## **7.0 Maintenance and Distribution of the Agreement**

The DIT Information Officer is responsible for maintaining this Agreement and ensuring that changes have been incorporated when appropriate prior to distributions of new versions.

Distribution of copies within the UIA organization is the responsibility of the UIA SLA Manager.

## **8.0 Billing and Invoicing**

The Department of Information Technology services charges will be based on actual costs, which are deemed fully allowable and appropriately assigned or allocated to respective DIT services as required by OMB Circular A-87. DIT is in a transition period. As a service provider to State of Michigan agencies, the ultimate direction is to move to a fully-rated cost recovery model. Noted below are cost treatments and charge-back methodologies for DIT services for FY 2003. A monthly billing statement and spending plan projections will be electronically submitted to the UIA every month.

### DIT Cost & Cost Recovery Treatments FY 2003

**Direct Charges:** The UIA will be charged for costs directly associated with the delivery of IT services. Examples include: direct agency assigned staff and agency specific procurement. In some instances there are staff who are working for multiple agencies in a non-rated service. Program managers will provide work distributions based on time reporting data for staff in these roles. Staffing costs will be charged to the UIA based on distribution percentages. DIT will continue to maintain time statistics. Time statistics will be distributed to each Agency on a monthly basis, or as agreed upon by the Agency and DIT.

**Program Administration (PA):** Program Administration (which includes divisional, sectional and team administration) expenditures are costs incurred by program management in the delivery of IT services. An example of such cost is the Director of Agency Services. Costs incurred by the Director of Agency Services will be allocated to the UIA as a function of Agency Services' direct salaries charged by Agency. PA will

be allocated to the first-line staff through step-down allocations based on salary dollars.

**Enterprise Administration (EA):** Enterprise Administration expenditures are costs incurred by the enterprise in overall delivery of IT services to the State of Michigan. EA includes costs such as DIT Director, Security and Disaster Recovery, Research and Management Services. EA will be allocated as a function of total expenditures and will be applied to all DIT program services expenditures (including existing rated services areas) as well as to agency-specific procurement expenditures. EA allocations will be net of appropriated funding made available to support "Enterprise" expenditures. While EA will be initially distributed as a function of total expenditures, it is anticipated that in future years some EA expenditures may be allocated and charged to agencies on a functional basis rather than by dollars expended.

**Rated Services:** The UIA will continue to be charged for Rated Services such as Telecom data and voice networks, Data Center, Project Management and Center for Geographic Information Services, etc. Rated services are charged based on usage for the specific service per published rate schedules.

**Desktop Services:** Desktop Services costs will ultimately be recovered through a rated structure. Initially, however desktop costs will be allocated to the UIA based on relative percentage of desktops. Where required, AR Remedy statistics may be used to aid the UIA in further distribution of desktop costs. (Note: Specific desktop purchases will be charged directly to the UIA and not allocated.) The UIA will be given a spreadsheet identifying total PC count. An appeal mechanism will be in place for the UIA to contest and correct actual numbers.

**Distributed Processing (DP):** Distributed Processing services (local networks, servers, email, mainframe operations productions support, etc.) will be charged to the UIA based on direct assignment of staff. DP program administration will be allocated to first-line workers via step-down function based on salary dollars.

**Enterprise Portal Costs:** Enterprise Portal costs will be allocated to the UIA based on a weighted-average of content pages and page views for internet costs.

**Rent:** DIT recognizes that there may be instances during transition where DIT staff who are servicing multiple agencies may be housed with an area that heretofore had been dedicated to a single agency. DIT will recommend a method for equitable allocation and "true-up" of these costs.

DIT will recommend a method for equitable allocation and "true-up" of these costs for treatment beginning with the FY04 billing cycle.

**Annual Reconciliation:** DIT will conduct an annual reconciliation of charges, or "true-up." This will involve a comparison of billed charges to the actual costs of providing those services. DIT may elect to refund any difference to customers through a final adjustment to billings. However, if differences are within reasonable levels, they may be carried forward as adjustments to future year's charges or rates as provided in OMB Circular A-87.

**Meetings:** DIT fiscal staff, in coordination with the UIA's Information Officer, will meet on a regular basis with UIA staff to review DIT invoices (invoices typically presented on a monthly basis) and identify and resolve any billing adjustments, omissions and related issues that may be identified.

**Spending Plan:** DIT fiscal staff will prepare and distribute a spending plan each month that annualizes expenditures, year-to-date, against the Agency IDG. DIT fiscal staff, in coordination with the UIA's Information Officer, will meet on a regular basis with UIA staff to review the spending plan, identify funding shortages, and jointly prepare an action plan to spend within available resources.

## **9.0 Audit Clause**

As part of this SLA, the UIA and DIT agree to this audit clause which provides that books, documents, data, accounting procedures and practices, programs, projects, information systems, or any other items of the service provided, deemed relevant to the SLA by UIA and DIT, are subject to examination by the appropriate UIA and DIT representatives. The UIA and DIT will, and will cause its subcontractors and suppliers to, provide to the UIA and DIT (and internal and external auditors, inspectors, regulators and other representatives that the UIA and DIT may designate from time to time) access at reasonable hours to the UIA and DIT personnel, to the facilities at or from which services are then being provided and to the UIA and DIT records and other pertinent information, all to the extent relevant to the services and UIA DIT's obligation. Such access will be provided for the purpose of performing audits and inspections. The UIA and DIT will provide any reasonable assistance requested by either party or their designee in conducting any such audit, including installing and operating audit software.

Following an audit, the UIA and DIT will conduct an exit conference with UIA and DIT representatives. The UIA and DIT will meet to review each audit report promptly after the issuance thereof and the UIA and DIT will



respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. The UIA and DIT will develop and agree upon an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report and the UIA and DIT will undertake remedial action in accordance with such action plan and the dates specified therein.

#### **10.0 Service Reviews**

Quarterly (or as needed) reviews will be conducted with the UIA's SLA Manager to assess service effectiveness, address service problems, and evaluate service delivery in light of business needs and available resources. Particular attention will be paid to notable deviations from commitments.

As a basis for the review, the Information Officer and UIA SLA Manager will collaborate in collecting, analyzing and reporting service data associated with the SLA. A report describing project statuses, issues addressed, decisions made and actions taken will be published within five (5) days of the review meeting.

This review will also include advice from DIT on technology options that have become available that could improve the overall level of service. This review will also be an opportunity to identify improvements in performance.

### **B. AGENCY SUPPORT SERVICES**

#### **1.0 New Systems Development**

Application development requests will be submitted through the process developed by the UIA and the IO. Agency responsibilities will minimally include:

Development of the Project Feasibility document, which shall describe the general business problem being solved. This document must include Agency authorized signatures and funding source. Prior to proceeding with the project, the Agency shall be responsible for developing the project charter, with assistance from DIT. This document must identify:

- Project scope.
- DIT and Agency Roles and responsibilities.
- Project management and project ownership.

Where DIT resource (staffing) conflicts exist, the Agency must re-prioritize current projects and current maintenance efforts to accommodate new system development.

## 2.0 Application Maintenance and Support

Application Development and Maintenance Services include the following:

**Enhancement** sub-divided as follows:

- **Major Enhancement:** involves significant new requirements, but does not alter the overall makeup of an existing solution. This may entail adding, changing or deleting functions for the existing solution. Major enhancements will usually cause an impact to the business, organization or architecture and may require significant cost, effort, and time to complete. Examples may include migration to a new application platform, adding new interfaces, or re-designing a database.
- **Minor Enhancements:** involves adding new requirements against an existing solution, but have minimal impact on the business, organization, or architecture. Examples may include updates to data tables, updating a field on an HTML view, or updating a module that was originally changed via an emergency fix.

**Maintenance** sub-divided as follows:

- **Corrective Maintenance:** includes work that is initially spawned by a problem incident report and is generally referred to as a "fix." Involves changes made to application code in support of new or changed system software. Cost and effort are relatively low. This work may be initiated to provide a complete fix after an emergency fix was performed.
- **Emergency Fix:** defined as the occurrence of a problem that must be addressed immediately, such as the disruption of a system or application.
  - Urgent* – life and death situations.
  - High* – public impact, significantly impacts a large number of users, or inability to meet deadlines for statutory payments.
  - Medium* – all other situations that have impact on users.
- **Perfective Maintenance:** involves work that is initiated in order to avert foreseeable problems, improve performance, quality, reliability, efficiency, usability, or maintainability of an installed solution. Examples may be new reports or changes to existing reports.

DIT will be responsible for on-going system maintenance, unless otherwise outsourced to a vendor, for the duration of this agreement. Should system maintenance obligations impact the delivery of new systems, or resources not be available within the existing staffing structure, the Agency will be responsible for prioritizing maintenance efforts.

Specific timeframes and change control procedures for UIA systems will be detailed in the 'Problem Management' documents being jointly developed by the UIA and DIT. The scope of that effort includes stakeholder notice, call list, Problem severity defined, trouble ticket management and call escalation.

### **C. CRITICAL APPLICATIONS**

The following applications are considered critical to the agency:

- Online Benefits and Benefits batch processing – This processing runs on the IBM mainframe system located in Boulder, CO. These are COBOL and CICS/COBOL programs using IMS Data Bases.
- Unemployment Insurance Check Printing – file is FTPed to the consolidated print center.
- MARVIN – This is the benefit IVR certification system. This system **MUST** be available Monday through Friday 7 AM to 7 PM, regardless of State Holidays.
- Online Tax and Tax batch processing – This processing runs on the IBM mainframe system located in Boulder, CO. These are COBOL and CICS/COBOL programs using IMS Data Bases.
- IEVS Online and IEVS batch processing – This processing runs on the IBM mainframe system located in Boulder, CO. These are COBOL and CICS/COBOL programs using IMS Data Bases.
- TFAS Online and TFAS batch processing – This processing runs on the IBM mainframe system located in Boulder, CO. These are COBOL and CICS/COBOL programs using IMS Data Bases.
- Referee – This processing runs on the IBM mainframe system located in Boulder, CO. These are COBOL and CICS/COBOL programs using IMS Data Bases.
- WOTC – Oracle server based system

DPO services are typically provided on a 5 X 12 basis; however, the Agency has the option to extend coverage via an on-call service.

DPO also offers mainframe job scheduling, operations and data entry services.

## 2.0 DPO Services

DPO provides the following types of services to Agencies:

Facilities Management	Network Management
Server Procurement	Job Scheduling/Execution
Server Software Installation	Maintenance Agreements (SW & HW)
Asset/Configuration Management	Server / HW Capacity Planning
Server Installation/Setup	Service Request Management
Server Backup/Recovery	Software Problem Management/Patch Process
Server Documentation	Print Services
Server Security	Operations Metrics/Utilization Reporting
User Profile Management	Application Server Support
Performance Tuning	Server Software Distribution
Server Monitoring and Corrective Action	Change Control
Performance Tuning	Software Version Control
Server Monitoring and Corrective Action	

## 3.0 DPO Monthly Costs

DPO charges for FY03 are costs directly associated with the delivery of the services listed above. These charges include three types of costs: Payroll, Program Administration, and Support Costs.

- **Payroll** consists of actual payroll charges for the pay periods ending during the invoice month. DPO staff is charged to an agency as dedicated to the agency, allocated to the agency, or based on a time distribution.
- **Dedicated:** Costs of DPO employees working full-time for a single agency.
- **Allocated:** Costs of supervisors and managers are allocated based on salary costs of employees in their reporting organization.

- Board of Review – This processing runs on the IBM mainframe system located in Boulder, CO. These are COBOL programs using IMS Data Bases.
- Advocacy – Oracle server based system
- IEVS Web – Oracle server based system
- Employer Filed Claims – Files sent to a server and processed through the mainframe. This system is currently processing large layoffs for the big five.
- Internet Filed Claims (IFC) – Oracle server based system
- Telephone filed claim (TFC) – Oracle server based system, additionally this system uses IVR (AVAYA) equipment to process benefit claim applications.
- CEDA – Oracle server based system
- Filenet – Oracle based workflow and imaging system being implemented within the three remote initial claims centers.
- Websphere/MQ – server and mainframe based systems that allow for near real time updates of the mainframe system from the IFC and TFC systems.
- 1017e – Oracle server based system – Employers filing wage information
- IBM Infoprint – Printing systems located at the BWUC's warehouse printing forms and reporting using products called Opus and Elixir.
- The online systems running on the Boulder mainframe are accessed through 3270-emulation software, HOD (Host On Demand). The IBM mainframe is connected to the state network via Vendor Net.

## **D. DISTRIBUTED PROCESSING OPERATIONS**

### **1.0 Overview**

The Distributed Processing Operations (DPO) Division within the Department of Information Technology is responsible for the planning, design, engineering and operations of all local area networks for the State of Michigan. DPO also offers server and application hosting services, e-mail service, file and print services, operating system support, maintenance support, software and hardware technology refreshment services in a variety of different facilities in a distributed environment.

- **Time Distribution:** Some DPO employees provide services to multiple agencies. For these employees, their costs are distributed as a percentage of time worked for each agency.
- **Program Administration (PA)** expenditures are costs incurred by program management in the delivery of DPO services. An example of such cost is the Director of Distributed Processing Operations. Costs incurred by the Director of Distributed Processing Operations are allocated to agencies as a function of Agency Services' direct salaries.
- **Support** costs are expenditures such as travel, telephones, pagers, copier rental, office supplies, and other CSS&M related to the staff in the DPO organization.

## **E. IT PROCUREMENT**

### **1.0 Overview**

Contract & Procurement Services provides agency-specific and enterprise-wide procurement and contract management services for IT commodities and services. MAIN processing activities, vendor interaction, and State approval/reporting requirements are handled by Contract & Procurement Services.

### **2.0 Contract Management Services**

Contract Management Services is responsible for processing all IT related contractual service requests, and ensures that the services provided meet contract specifications. In serving these IT needs, DIT Contract Management Services include the following:

- Assist Agency in developing, renewing, and re-bundling IT contracts.
- Work with Agency and project managers in identifying IT needs and developing statements of work.
- Coordinate with DMB to determine most appropriate contract vehicle to obtain services.
- Develop contract language for RFP, ITB, and Sole Source contracts.
- Work with UIA procurement and personnel staff to obtain Department of Civil Service approval, via CS-138, if needed.

- Participate in pre-bid meetings, oral presentations, and joint evaluation committee process and vendor selection.
- Review contractor's detailed work plan to insure it will result in meeting the objectives and tasks stated in the contract.
- Act as liaison between Agency and Contractor in order to insure mutual understanding of the respective roles and responsibilities of the contractor and the Agency.
- Prepare contract portfolio and status reports to share with management staff regarding contract management and activity.
- Monitor contracts with existing vendors and make recommendations on extensions and renewals using uniform analysis.
- Manage contract change requests.
- Monitor financial data for each contract to ensure that contract is on budget.
- Monitor all contract activity to ensure compliance with contractual obligations with DIT strategic direction.
- Leverage resources and create cost savings by establishing contracts using a best-practice, best-price, and best-value mindset.
- Promote proactive management of the IT contract portfolio through valued partnership and foster an enterprise-wide perspective.
- Coordinate funding approvals.
- Adhere to Executive Directives/Executive Orders, DIT and Agency-specific requirements in processing IT contractual service requests.
- Process approved agency contractual service requests in a timely and efficient manner.

### **3.0 Procurement Services**

The Procurement Services Section performs all MAIN-related functions for IT procurements. These include requisitions, purchase orders, change orders, receivers, and cancellations. DIT Procurement Services will issue Agency-specific procurement requisitions in a designated MAIN Adpics department number and route those documents for view and approval by the Agency, based on approval path information provided by the Agency. DIT Procurement Services will notify end users of request status throughout the procurement.

DIT Procurement Services covers the purchase of all non-delegated IT commodities and services for State agencies.

**In serving the IT procurement needs of the Agency, DIT Procurement Services will:**

- Adhere to Agency-specified approval requirements for IT purchases;
- Provide a variety of methods for Agencies to request desktop commodities, including telephone requests, e-mail, fax, ID-mail requests;
- Process approved Agency procurement requests through appropriate DIT approvers in a timely and efficient manner;
- Check published on-hand stock status for items that can be redeployed free of charge before procuring new items using Agency funds;
- Procure commodities that meet published enterprise standards;
- Use a variety of procurement methods, including the MAIN system and procurement cards, to purchase items at the most favorable cost and value;
- Notify the Agency of procurement request status;
- If requested, use Agency-specific coding in selected fields of MAIN coding blocks to assist the Agency in reconciling its monthly invoice;
- Establish and maintain a MAIN Adpics department approval path to route Agency-specific purchases for approval and viewing by Agency staff;
- Perform the receiving function for commodity purchases;
- Adhere to State Executive Directives and instructional memoranda regarding the approval, processing, and reporting of IT commodities;
- Expedite orders as quickly as administratively possible for urgent Agency requests;
- Coordinate procurement efforts with those of DIT Infrastructure Services, Agency Services, and Administrative Services to streamline receipt, delivery, and billing for commodities;
- Provide procurement contact names and instructional media to Agency staff regarding DIT procurement methods. If requested, meet with and train Agency staff on DIT procurement processes;



- Work cooperatively with DIT Infrastructure Services to maintain warranty and maintenance agreements for software and hardware serving the Agency;
- Strive to lower Agency costs for licensing and maintenance purchases by combining procurements for volume discounts;
- Process assigned invoices in a timely manner and work proactively with DMB Accounts Payable staff to ensure timely, accurate payment of vendor invoices.

**The Agency will be responsible to:**

- Enter Account Code (AC3) information into requisitions in the approval path, if the Agency chooses to request AC3 coding for its IT purchases;
- For IT desktop commodity purchases, supply information identifying the end user's name, phone number, and physical location to assist in notification, delivery, installation, and inventory tracking;
- Provide Agency-specific Adpics department number and level number for inclusion in the DIT approval path;
- Provide DIT Procurement with current information on Agency-designated approvers for DIT-0015 documents and Help Desk Procurement requests;
- Indicate whether funding for each procurement request is included in the IDG;
- Comply with the requirements of the EUCN freeze on desktop commodities by providing a business case for any desktop commodity request that includes some portion of general fund monies.

Charges to the Agency for Procurement Staff will be based on the percentage of transactions processed for the Agency by its designated procurement liaison(s) and related percentage of the supervisor and overhead costs. Remedy statistics may be used to calculate number of transactions processed for the Agency.

## **F. SECURITY SERVICES**

### **1.0 Security Services Overview**

Security Services cover the development, maintenance, implementation, and enforcement of security-related policies and procedures for State Government IT resources.

It also includes incident management, monitoring, and interaction with non-State of Michigan security entities to insure that the State's IT infrastructure is safe from entities outside State Government as well as within State Government.

## **2.0 Scope**

- Development of security-related policy and procedures.
- Coordination, implementation, and enforcement of all related security policies.
- Monitoring of security processes.

## **3.0 Security Services**

### **Security Awareness and Assessment**

#### **Essential Base Services:**

##### **Development of Security Guidelines and Standards**

1. Development of guidelines and standards to meet state and federal security obligations and needs.
2. Coordination of DIT Security agreement processes with agencies.
3. Provide security-related tools, such as training material, etc.
4. Research new security technologies and make recommendations for new processes.

#### **Premium Services:**

1. Coordination of Security with agencies, including awareness promotion: Work with agencies to promote security awareness.
2. Enterprise Risk Assessment: Conduct enterprise-wide Rapid Risk Assessment.
3. Assessment & Management of Application Risk:

- A. Assessment of application risk: Assist agencies in evaluating degree of security-related risk.
- B. Development of mitigation plans: Provide assistance to customers toward development of mitigation plans to address identified risks.

## **Passive Monitoring of IT Security Environment**

### **Essential Base Service:**

#### Monitoring of State Firewalls

- 1. Provide oversight responsibility for the security of the State's infrastructure.
- 2. Provide final approval on firewall rule changes in accordance with State Standards and guidelines.

#### Provide Security Alert Services

- 1. Monitor, evaluate and publish industry security events and vulnerabilities to Agencies.
- 2. Provide network intrusion detection.
- 3. Monitor security breaches and provide information to agencies as warranted.

#### Hardware Security Scanning Services

- 1. Coordinate scanning of systems within SOM for possible vulnerabilities.
- 2. Provide recommendations to resolve known vulnerabilities.

#### Virus Protection

- 1. Coordination of virus protection, detection and suppression at the PC, server and network level.

#### General Security Monitoring

- 1. Provide reports to agencies on security violations as well as policy infractions.

2. Provide IDS services on DIT supported platforms.
3. Coordinating application of federal security programs, such as Homeland Security (focused on "all threats" approach).

### **Active Monitoring of IT Security Environment**

#### **Essential Base Service:**

##### Perform IT Risk Assessment Services

1. Perform risk assessment of DIT infrastructure facilities in accordance with State policy and standards.
2. Perform on-demand risk assessment service, as needed within DIT for new or changing infrastructure facilities.
3. Document risk assessments for management review and response.

##### Audits of Access Privileges

1. Audit access codes and usage on platforms within DIT based on Security policies and standards.
2. Provide information for coordination with customers on customer access rights and privileges.
3. Assist customers with agency audits relating to IT platforms/applications. This assistance may involve IRS audits, Auditor General audits, etc.

#### **Premium Services:**

1. Ethical Hacking - Conduct ethical hacking against DIT platform resources to assist in determining level of risk for intrusion, firewall protection and make recommendations on remediation strategies.
2. User Monitoring - On-demand monitoring of users. In specific circumstances, it may be necessary to monitor specific users to address suspected illicit or fraudulent use of IT resources.
3. Health Information Portability Protection Act (HIPPA) - Ensure compliance with HIPPA regulations.
4. Security Accreditation of Computer Systems - Facilitate security accreditation and certification of computer systems.

5. Formal Security Training / Awareness.
6. Homeland Security Incident Coordination Issues/Response.

### **Coordination of Physical Security for DIT Facilities**

#### **Essential Base Service:**

1. Provide oversight responsibility for the security of the State's physical IT infrastructure.

### **4.0 Disaster Recovery Services Overview**

*The Disaster Recovery and Emergency Management Services* addresses DIT's responsibility regarding planning, developing and executing disaster recovery capabilities.

These services also address offering assistance to the agency toward development of their business resumption plan responsibility. DIT can leverage its disaster recovery planning expertise to provide assistance to its plans and processes. While both the development and execution of business resumption is clearly an agency responsibility, DIT will assist customers in dealing with this responsibility.

### **5.0 Scope**

- Assist in the creation of disaster recovery plans and processes and creation and maintenance of a disaster recovery hardware environment.
- Bring hardware and systems back online in the event of a disaster for critical application infrastructure.
- Assist toward development of business resumption plans and processes.

### **6.0 Disaster Recovery Services**

#### **Development and Maintenance of Disaster Recovery Plan**

##### **Essential Base Service:**

Maintenance of Disaster Recovery Plan - For critical business and DIT processes, creation of a disaster recovery plan covering:

1. Maintenance of existing disaster recovery plans.
2. Distribution of the disaster recovery plan.

**Premium Services:**

**A. Development of Disaster Recovery Plans - For critical business and DIT processes, creation of a disaster recovery plan covering:**

1. Development of disaster recovery plans specific to each platform/process.
2. Distribution of the disaster recovery plan.

**Testing of Disaster Recovery Plan**

**Essential Base Service:**

Testing of Disaster Recovery Plan - Coordination of testing process with DIT infrastructure support and customer as required. This includes:

1. Testing of applications, network availability and output.
2. Ensuring that adequate Disaster Recovery testing is accomplished to meet customers' business requirements.

**Premium Services:**

- A. "Table-Top" Testing - Panel review of Disaster Recovery Plan to verify plan validity (content, information, sequence, etc.).**
- B. Simulation Testing - Full-blown simulation of Disaster Recovery Plan execution to verify validity, completeness and effectiveness.**

**Execution of Disaster Recovery Plan**

**Essential Base Service:** None.

**Premium Services:**

- A. Declaration of an EMERGENCY - Based on customer need and circumstance, DIT is responsible for the declaration of an emergency.**

1. Provides 'over and above' normal business response for the specific systems or applications for which the emergency has been declared.
  2. Escalation to 7 X 24 coverage from on-call individuals.
- B. Declaration of a DISASTER - Based on customer need and circumstance, DIT is responsible for the declaration of a disaster. Examples of Disasters for the UIA are as follows:
- TFC down for more than 4 hours
  - Network connectivity to and between the RIC Centers
  - MARVIN down for more than 4 hours
  - Filenet down for more than 2 days
  - CEDA down for more than 2 days
- C. Execution of Disaster Recovery Plans and Processes - Carry out efforts necessary to implement a Disaster Recovery effort based on the requirements defined in the Disaster Recovery plan to ensure that the DIT Services meets pre-defined Agency Business Resumption Process requirements (may include the desktop, telecom, and distributed server environments). Currently, disaster recovery plans exist and are tested yearly for the mainframe based application systems. DCO performs nightly and weekly backups of server based applications and databases. These backups are stored offsite and would be restored in the event of a disaster. Additional server farms exist in separate locations in case the disaster destroys the servers themselves.
1. Re-establishment of infrastructure required to support business resumption.
  2. Re-establishment of data access.

**Assistance toward Development of Business Resumption Plans and Processes**

**Essential Base Service:**

- Assistance to agencies toward development of their business resumption plans and processes.
- Coordination of business resumption planning process with DIT Infrastructure support, Agency Services and Customer as required.

- Ensure that all infrastructure issues identified in the Business Resumption Process as being critical are involved in the development process (may include the desktop, telecom, and distributed server environments).

### **Other Disaster Recovery Services**

#### **Essential Base Service:**

All other disaster recovery and assistance toward development of business resumption processes.

## **G. ENTERPRISE APPLICATION SERVICES**

### **1.0 Overview**

Enterprise Application Services provides application development and support for technical applications and services impacting several agencies and the enterprise (all agencies), including Human Resource Management Network (HRMN), DCDS, ADPICS, RSTARS, Michigan.gov, e-stores, Vignette, and Senior Project Management.

### **2.0 Development and Enhancement Services**

Development and enhancement services to the Human Resource Management and Finance applications including HRMN and DCDS are prioritized by the Civil Service Department. MAIN (ADPICS and RSTARS) services are prioritized by the Office of Financial Management.

New Development projects and enhancements to enterprise or multiple agency solutions including Michigan.gov applications are provided upon request by agencies.

#### **Billing and Funding**

HRMN and DCDS are funded by the Civil Service Department; MAIN is funded by the Office of Financial Management of the Department of Management and Budget. Development and enhancement services are billed based on the scope of work requested and funding available by the requesting agency.

The billing rate will be an hourly rate for staff based on expertise:

- Project Manager



- Jr. Project Manager/Special Projects Lead
- Sr. Technical Analyst
- Analyst/CMA Specialist

### **Obtaining Services**

HRMN and DCDS are funded and prioritized by the Civil Service Department.

MAIN (ADPICS and RSTARS) services are funded and prioritized by the Office of Financial Management.

A Memorandum of Understanding identifying the rates, work to be performed, responsibilities and funding source and approval will be developed and signed by the Information Officer, the Director of Enterprise Application Services or designee, and the Requestor for each project.

### **3.0 Michigan.gov**

The Michigan.gov portal group provides hosting services including the production server environment and support at a 99.9% availability, and a test server, licenses and support.

Support Services for Michigan.gov include:

- Formal training and expertise in Vignette to all end users.
- Technical expertise in Vignette, Surfaid and Inktomi for all technical resources.
- Graphical User Interface Michigan.gov Standard support (banner and graphics).
- State of Michigan web application monitoring and review for consistency in security, privacy, look and feel, usability.
- Routine and on-request statistical reports.
- Web user interface design expertise and support of the user interface look and feel of the portal.
- Vignette Application maintenance and small enhancements.
- Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to the agency or office that can best reply to the query.
- Support Governor's Executive Office and Communication Division with ongoing support for the Michigan.gov home page.

Billing and Funding:

Michigan.gov Portal charges must support entirely the cost of the production and test hosting environments (now 88% of the cost) and the support services staff (now 12% of the cost). Total estimated annual expenses for the Michigan.gov portal is \$4,081,000 distributed as follows:

Production and test hosting charges:	\$3,586,000
Support Services Staff:	\$ 495,000

Total estimated charges for UIA for October 1, 2003 through September 30, 2004 is \$127,740.00 (based on December 2003 costs of \$10,645)

*Agency charges are based on two factors -- each weighted at 50%. These factors will be reviewed and adjusted annually:*

- Content Count in Michigan.gov Database on 10/25/02 are representative of the cost of those servers, redundancy and support and the Vignette application.
- Page Views (end user traffic) 9/1/02 through 9/30/02 are representative of the cost of servers and support for Michigan.gov response time, availability and redundancy.

Charges are not based on the number of websites per agency, the number of authors, editors or publishers, the number of training or support services.

#### Obtaining Services:

Enterprise Application Services supports Michigan.gov customers in several different ways:

- Content Management Administrator Training is provided on a regular schedule or, if needed, special training can be coordinated to ensure that agencies have personnel capable of maintaining the agencies' web sites with current information. Training can be scheduled by going to <http://w3.michigan.gov/emichigan> clicking on CMA and then Training.
- Assistance on CMA problems.
- Requests for URL redirects.
- Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to the agency or office that can best reply to the query.

For assistance and any of these items, send a GroupWise e-mail to DIT-EAMS-Web. For immediate assistance from 8:00 AM to 5:00 PM, you can page a CMA expert by calling 341-0999 and leaving your phone number.

### Senior Project Manager Services:

The Senior Project Manager is responsible for the successful on-time, within budget and scope, delivery of large (\$5,000,000+), complex and strategic State of Michigan projects. They are seasoned and experienced project managers responsible for successful delivery along with providing mentoring and development of Project Management as a discipline within the State of Michigan.

The billing rate for senior project managers is \$95 per hour for fiscal year 2003.

### Obtaining Services:

Contact your Information Officer or Teresa Douglass at 517-241-5779.

## **H. DESKTOP SERVICES**

### **1.0 Overview**

This section details the services associated with the availability of 'ready-to-use' workstations, including standard or advanced workstations as well as associated peripherals, standard software & applications.

It also covers the activities required to ensure that the workstations, peripherals, software & applications provided are properly supported through their entire lifecycle.

### **2.0 Roles and Responsibilities**

Desktop Services include:

- Availability of workstation & standard software, including standard configuration, software and basic office productivity and State of Michigan software and applications;
- Availability of non-standard software, in answer to specific agency, position or in some case individual needs;
- Model Office service, which ensures that any new application, software or hardware is 100% compatible with existing standards & equipment;
- Moves, Adds and Changes service, which deals with the installations, moving and removal of workstations and peripherals;
- Peripheral support, cover the on-site support for standard peripheral equipment;

- Kiosk support, similar to peripheral support but tailored specifically to the kiosks used by the agencies to provide services across the state.

### **3.0 Help Desk**

As its name implies, Help Desk & User Support Services essentially provides a portal to all DIT-related service areas via an Enterprise and Centralized Help Desk.

Help Desk & User Support Services cover the following:

- Single point of contact for any form of user support: (to obtain 'break & fix' support, to obtain information about DIT services, to procure new services from DIT such as applications hosting, etc.);
- Tier 1 user support with a stated goal of resolving the majority of support requests during the initial call ("on the spot");
- Tier 2 user support, when applicable, by drawing on other DIT services or Agency programs for final resolution of the issue.

## **I. CENTER FOR GEOGRAPHIC INFORMATION (CGI)**

### **1.0 Overview**

The Center for Geographic Information (CGI) - CGI provides leadership, technical expertise, and policy for the development, use, dissemination, promotion and sharing of the state's geographic resources. Charges for CGI fall into two (2) categories: direct agency charges and services charged on an hourly basis.

### **2.0 Services**

New Development projects and Enhancements to enterprise or multiple agency solutions are provided upon request by agencies. These services are billed based on the scope of work requested and funding available by the requesting agency. A Memorandum of Understanding identifying the rates, work to be performed, responsibilities and funding source and approval will be developed and signed by the Information Officer, the Director of the Center for Geographic Information, and the requesting agency. The billing rate will be an hourly rate for staff as follows:

Senior Staff:	\$75 per hour
Junior Staff:	\$60 per hour
Support Staff:	\$35 per hour

## **Selected Services Include:**

### **Internet Mapping Services**

Thinking and working geographically provides the advantages of using maps for decision support. Internet Mapping Services provide web tools to create maps, integrate information, visualize scenarios, present powerful ideas, and develop effective solutions. GIS on the Internet provides a much more dynamic tool than a static map display. Web-enabled GIS delivers interactive query capabilities such as

- Searching for specific site locations
- Displaying and viewing multiple data sets
- Conducting queries for specialized analysis
- Retrieving specialized data services

The Center for Geographic Information provides web-specific data development and management services targeting cartographic design and map rendering technologies; Internet Mapping Application development using pre-developed functionality or meeting new, agency-specific requirements; and IMS hosting services that include G-IT hardware and software maintenance with application versioning upgrades available.

## **3.0 Project Management**

Geographic Information Technology (G-IT) encompasses an understanding of spatial data, cartographic expertise, a specifically targeted family of software and its supporting architecture. Since 80% of State government information has a spatial component, the Center for Geographic Information offers agencies its G-IT expertise for reviewing proposals containing a geographic component and continuing project management services to ensure successful vendor delivery of G-IT requirements.

### **G-IT User Support**

The Center for Geographic Information is committed to supporting and enabling Geographic Information software and equipment users. Both formal and informal assistance and training is available for Geographic Information off-the-shelf software, G-IT equipment such as GPS units, and user training for developed applications. Cartography-related services include custom mapping, development of both standard and custom symbol sets, and standard mapping templates and layers. CGI also

provides GIS analysis services tailored to meet agency needs or assists agencies in developing and implementing their own GIS analysis.

### Spatial Data Management

The Center for Geographic Information realizes the growing need for managing the ever-increasing volume of State geographic data and offers services to develop data standards for geospatial metadata, locational referencing (examples include address, Public Land Survey System, linear referencing systems, digital orthophotography, Global Positioning Systems [GPS] and other referencing systems), and web portal standards for the Michigan Geographic Data Library. Standards are designed to leverage data integration and sharing among State agencies. Assistance is available for using, administering, and optimizing SDE (Spatial Data Engine) for data loading, data access, and increased performance. Modeling and design services provide yet another avenue to improve data access and availability.

### Product Development, Data Development and Data Integration

CGI provides the following services, including

- 1) Standard and custom map products;
- 2) Large-format printing for press conferences, court exhibits, and presentations;
- 3) Database queries and tabular report compilation that reference geospatial data;
- 4) Address (and other locational data) cleansing and address matching/geocoding services;
- 5) Geospatial and related data conversion and migration;
- 6) Custom geographic data development;
- 7) Referencing system and map projection conversions; and
- 8) Two-way data integration between the Michigan Geographic Framework and various business data sources.

CGI also coordinates digital imagery acquisition and development. The Center for Geographic Information administers the State's geographic information web portal including maintenance of the Michigan Geographic

Data Library providing access to several State agency-sponsored datasets.

## **Michigan Geographic Framework**

CGI serves as administrator of the "Michigan Geographic Framework". The Geographic Framework is a standardized infrastructure on which all GIS users of 1:12,000 scale map data can build their applications. CGI serves state, regional, county, and local government agencies, private businesses, and the general public. CGI provides technical assistance and consultation services to Michigan's GIS user community.

## **Service Request Process**

Contact your Information Officer or Eric Swanson at 517-373-7910.

## **J. DATA CENTER OPERATIONS**

### **1.0 Overview**

Data and Application Hosting is the ability to provide mainframe/server facilities, Operating System support, maintenance and operational monitoring of customer data and applications.

### **2.0 Data and Application Hosting**

Data and application hosting can be performed either in a centralized or distributed environment, depending on the criticality of the data or applications hosted:

- Centralized hosting in a 7x24x365 data center is provided for data and applications requiring high availability and/or a need for disaster recovery capabilities. It can also be preferred when a selected application resides on a mainframe or server supported by the data center.

## **K. TELECOMMUNICATIONS**

### **1.0 Overview**

Telecommunications involves traditional voice (telephony) and data network backbone connectivity between State of Michigan work locations.

Voice Services addresses all services related to telephony, from basic office and cellular telephony to the design and deployment of elaborate Interactive Voice Response systems (IVR), Enhanced Call Processing (ECP), or Call Centers.

The breadth of Voice Services offered depends directly on the degree of involvement that DIT has in its delivery, i.e. whether or not the delivery facilities are managed by DIT rather than by an external service provider.

## 2.0 Service Levels

This translates into three (3) different levels in the breadth of Voice Services that are available to customers:

- For most central locations, or locations with a strong concentration of State of Michigan operations (specific buildings within the **Lansing, Saginaw, Grand Rapids** and **Detroit** areas), DIT manages the voice installations and is accordingly able to offer its full breadth of Voice Services.
- For other locations with significant population or concentration of State of Michigan operations (specific buildings within **Flint, Jackson** and **Kalamazoo** areas), DIT is able to offer a limited breadth of Voice Services.
- For all other locations, the role of DIT is currently limited to negotiating agreements with service providers to deliver the services on behalf of DIT.

Data & Network Connectivity covers the connectivity of users to standard State of Michigan data sources and applications such as data center applications, distributed applications and external partners.

The Data & Network Connectivity Services are divided into the following services:

- Connection of a local network to the State of Michigan "backbone," which provides all users of this local network with access to the different data sources described above;
- Different remote connectivity modes, through which users working remotely are able to access their normal data resources;
- Different network services such as dedicated connectivity, connection to external partners, etc.





# State of Michigan, Department of Information Technology (DIT) Service Level Definitions

## 1. Client Service Center

### Service Definition

The Client Service Center (CSC) is designed to be a client's initial point of contact for information technology questions, requests and problem resolution. Clients may contact the Client Service Center by phone, fax or email at the following:

Phone at 241-9700 and 1-800-968-2644  
Email at [DITService@michigan.gov](mailto:DITService@michigan.gov)  
FAX at 241-8439

### Service Levels

The Center accepts calls M-F 7:30 am – 5 pm. After hours urgent calls are transferred to the DIT Enterprise Help Desk. Service Center representatives are skilled in handling calls concerning

- Broken or inoperable desktop equipment
- Desktop software problems or questions
- Telephone or network problems or questions
- Requests for services provided by DIT, including procurement, installs, moves, adds or changes to desktops
- Agency application problems or questions

The priority assigned to any given problem will be on a three-tier scale - Urgent, High, and Medium and Low

- URGENT Issue / problem has potential to cause loss of life / risk of injury
- HIGH Directly Affects the Public or a large number of users are down
- MEDIUM All other problems or service requests with a deadline
- LOW All other problems or service request without a deadline

### Performance Indicators

The Client Service Center will acknowledge, resolve or refer all requests received by phone, e-mail or fax within 15 minutes of initial contact. A resolved request would be one that the Client Service Center representative was able to handle to the Client's satisfaction. A referral would be a request that the Client Service Center representative handed off to the 2<sup>nd</sup> level support for resolution. The Client Service Center will be able to provide acknowledgement of a request by responding to the Client via e-mail when a remedy ticket was initiated and placed in work-in-progress status or referred to 2<sup>nd</sup> level support.

When 2<sup>nd</sup> level support is required, acknowledgement to the client of the ticket will occur within

- 15 minutes for Urgent priority tickets
- 20 minutes for High priority tickets
- 60 minutes for Medium priority tickets



## **.. Desktop Services**

### **Service Definition**

Desktop services encompasses all aspects of maintaining and supporting the desktop PC, including

- Desktop / laptop hardware and software problems
- Printers and other peripherals problems (for example, printers, DOMS, scanners, PDAs, external disk drives)

DIT purchases a standard set of desktops/laptops as defined in the State of Michigan's EUCN contract. These systems come with a manufacturer's on-site warranty for three years. Older equipment such as AST's or MAC's that are out of warranty is also supported by Desktop Services. All equipment failures are to be reported to the Client Service Center where they are tracked, diagnosed, and forwarded to Field Services staff for repair and / or replacement.

### **Service Levels**

The DIT Desktop Services group provides support on all State of Michigan desktop and peripheral equipment. Support teams are strategically located throughout the State providing 5 x 9 coverage, accommodations for after hours support can be made on a case-by-case basis.

### **Performance Indicators**

Repair/replacement of standard (currently Dell GX series) desktop / laptop / printer / peripheral hardware will be completed within 1 business day, if parts are required then 2 business days.

Standard, software (Rich would like some indication of what constitutes "standard" to be written here) problems will be resolved within 8 business hours.

IT staff will make every effort to repair non-standard equipment in a timely manner.

## **3. Office Installation, Move, Add and Change (IMAC)**

### **Service Definition**

As a normal process of the workplace, organizations respond to business fluctuations by changing staff levels and relocating offices.

#### Desktop Moves

DIT provides services to assist in office relocations by moving desktops, LAN drops and, in selected locations, telephones. While DIT will assist in determining the electrical requirements for any proposed configuration, the client is responsible for facilitating all electrical requirements.

### **Service Levels**

DIT will coordinate IMACs by assessing the size and complexity of the request before determining how the request will be processed. Generally, small IMACs can be completed in 2 – 4 business days. Larger IMACS that require coordination with other agencies, new equipment to be purchased and/or involve large numbers of devices will need to be incorporated in to a project that includes a agreed upon project plan, for DIT oversight and timely resolution. IMAC requests will be referred to the agency(s) involved for authorization before initiation. Authorization will be obtained from the agency(s) through the appropriate DIT Dedicated Client Specialist.

### **Performance Indicators**

It is the agencies responsibility to coordinate and provide electrical requirements. Installation and moves of desktop equipment:

- 2 business days for 1 – 5 units, once the equipment is received
- 4 business days for 6 – 10 units, once the equipment is received
- Client and DIT will develop a project plan for moves more than 10 units. The Strategic Project Office (SPO) will be responsible for providing oversight for major projects.



## **. Voice Services**

### **Service Definition**

DIT provides telephone service to approximately 20,000 employees in the Lansing, Detroit, Grand Rapids and Saginaw office complexes. For clients in outlying areas and for services other than standard telephone or voice mail services, DIT has negotiated a statewide contract with several Local Exchange and Long Distance Carriers for phone services. The service contracts provided by these carriers are managed by the DIT Telecom group. These contracts are available for agency use.

### **Service Levels**

DIT Telecom managed voice telephone service is provided 7 x 24 x 365 without interruption. Service outages are a top priority.

- Installation and moves of office telephone equipment – State of Michigan provided service  
5 business days for 1 – 5 units  
10 business days for 6 – 10 units  
Client and DIT will develop a project plan for more than 10 units. The SPO will be responsible for providing oversight for major projects.

Local Exchange and Long Distance Carrier services are provided according to the service levels within each contract.

- Installation and moves of standard office telephone equipment – Vendor provided service - according to contract provisions

### **Performance Indicators**

#### **DIT Provided Service**

- Voice service is available 99.99%
- Major interruptions (such as dial tone disruptions) will be repaired within 4 business hours.
- Minor problems (such as noisy cord or headset) will be repaired within 1 business day.

#### **Vendor Provided Service**

DIT will provide Vendor Management of SBC and work to ensure the terms of the contract are met.

## **5. Procurement & Administrative Services**

### **Service Definition**

DIT Contracts and Procurement Services performs all IT computer commodity & service procurement for the State of Michigan, negotiates all IT related contractual services, and ensures that the services provided meet contract specifications. Many of the procurement activities are a component of other DIT Services.

### **Service Levels**

DIT manages the entire spectrum of IT procurement, from standard desktop acquisition through complex ITB (invitation to bid) solutions.

### **Performance Indicators**

#### **Commodity desktop acquisitions**

- Standard, (on hand inventory) completed in 2 business days
- Standard, purchased required, 2 - 6 weeks (end-to end, includes procurement, vendor, Depot and Field Services time)
- Non-Standard Acquisitions will be negotiated with appropriate vendors and completed in a timely manner.

#### **ITB Process**

- |   |              |
|---|--------------|
| • Large projects (> \$1 M, high risk)           | 12-18 months |
| • Medium projects (\$250K – \$1 M, medium risk) | 6-12 months  |



- Small projects (\$50K - \$250, low risk)

4- 6 months

#### invoicing

- On Time
- Discrepancy Resolution within 30 days

## 6. Application Services

### Service Definition

Agency Services is the liaison between the Department of Information Technology (DIT) and the individual Executive Branch agencies. This team is responsible for the development, modifications, and enhancements of agency IT applications. The development of new applications and major modifications to existing application will be coordinated with the agency by the Agency Services team. The Agency Services Team will engage the Strategic Project Office for assistance in managing major projects that have been approved by an Agency for implementation.

Agency Service's Enterprise Application Services is responsible for enterprise applications, including HRMN, MAIN, and the state web portal as well as middleware support and services for DIT. The development of new enterprise and/or multiple agency applications and major modifications to existing enterprise applications will be coordinated with the Enterprise Application Services team. The Enterprise Application Services team will engage the Strategic Project Office for assistance in managing major projects that have been approved by Agencies for implementation.

### Service Levels

The Strategic Project Office (SPO) will be responsible for providing oversight for projects that are assigned to DIT. The SPO will provide periodic status reports as requested by the Agency Services Team or when the project fails to meet the required milestones or task timeframes.

### Performance Indicators

Each project will report on time, on Budget and within scope metrics based on the project plan.

## 7. Data & Application System Availability

### Service Definition

DIT Agency Services provides the development and maintenance of application systems on various technologies and platforms. Currently, agency application support is performed by the same staff that was performing that function prior to the formation of DIT. This support staff now reports to the DIT agency IO. The Client Service Center will accept calls for application issues and then forward those calls to the appropriate agency support staff for resolution.

Agency application support and development will be the responsibility of the Agency IO and the support staff. System software and hardware support for mainframe and servers will be referred to Infrastructure Services for resolution. Data Center Operations is responsible for the support of the mainframes and servers installed at the Secondary Complex Data Center while Distributed Services is responsible for the support of servers housed in data centers outside of the Secondary Complex Data Center.

Agency Service's Enterprise Application Service is responsible for enterprise applications, including HRMN, MAIN, and the state web portal as well as middleware support and services for DIT.

### Service Levels

Maintenance and support requirements for a specific application will depend on the associated Agency's need for availability and access to that application's functionality and data. Resolution times for reported problems and application up-time will also be determined by the Agency's customer's required access and the assigned priority level for the availability of the application's functions and data. Application availability will also be dependent on the availability of the application host, supporting network, desktop as well as other application dependencies such as a database.



Application enhancements and new applications requests will be assigned to the Agency Information Officer or Enterprise Application Services for resolution.

#### **Performance Indicators**

The Agency's customer will determine when the application must be available. The availability of an application may be required only during normal working hours of Monday thru Friday from 8am to 5 pm or if the application provides critical information to it's users then it may need to be available 7x24x365. DIT will engineer new applications to provide 99% availability during the time specified for the Agency.

## **8. Center for Geographic Information**

#### **Service Definition**

The Michigan Center for Geographic Information (CGI) provides leadership, technical expertise and policy for the development, use, dissemination, promotion and sharing of geographic information in the state of Michigan. The Center's mission will enable state government to more effectively and efficiently serve the citizens, businesses and other governments of the state in areas of public protection, homeland security, economic development, environmental protection and transportation.

#### **Service Levels**

The Center for Geographic Information will respond to requests for services that CGI provides.

#### **Performance Indicators**

The project will report on time, on budget and within scope metrics based on the project plan.

## **9. Web Site Portal (Michigan.gov)**

#### **Service Definition**

The State's Internet services are coordinated through a single portal, [www.michigan.gov](http://www.michigan.gov) providing a single external face to the web. Goals of Michigan.gov include

- Consistent web user interface (look and feel, usability) across individual agency applications and services
- Consistent security and privacy policies

DIT provides hosting services for production and test environments, support, and formal training in the michigan.gov tools, Vignette, Surfaid, and Inktomi.

#### **Service Levels**

The Michigan.gov portal is available 7 x 24 x 365. The c-Michigan Web Development group will respond to requests for services.

#### **Performance Indicators**

DIT will maintain 99% portal availability.



## Client Service Level Reporting

DIT Service	Measurement Description	Goal
<b>Client Service Center</b>	<ul style="list-style-type: none"> <li>First Call Resolution</li> <li>Number of Cases</li> <li>Cases categorized by type; repair, service request and question.</li> </ul>	First call resolution 70% of the time.
<b>Desktop Services</b>	<p><i>Return to Service.</i> When a client's request (repair, replace) was completed. This includes desktop hardware, peripheral equipment and software.</p> <ul style="list-style-type: none"> <li>Repair/Replace (Call Resolution)</li> </ul>	Problem resolution within 1 business day, if parts needed then 2 business days.
<b>Office Installation, Move, Add and Change (IMAC)</b>	Desktop IMAC; from request to time client is able to access data.	<ul style="list-style-type: none"> <li>1 – 5 units Desktop - 2 Business Days,</li> <li>6 – 10 units Desktop - 4 Business Days,</li> <li>&gt; 10 units will be treated as a project.</li> </ul>
<b>Voice Services</b>	<p><i>Service Availability (Uptime).</i> The percentage of time the service was available to the client. Scheduled maintenance is not included in this measurement.</p> <p><i>Return to Service.</i> When a client's request (repair, replace) was completed.</p> <p><i>Voice IMAC;</i> request through time client is able to make/receive calls.</p>	<p>99.99% for DIT provided voice services.</p> <p>Problem resolution for DIT provided voice services, within 1 business day, if parts needed then 2 business days.</p> <p>For DIT provided voice services:</p> <ul style="list-style-type: none"> <li>1 – 5 units - 5 business days</li> <li>6 – 10 units - 10 business days</li> <li>&gt;10 units will be treated as a project.</li> </ul>
<b>Procurement &amp; Administrative Services</b>	<p>Requests for IT hardware, software or services.</p> <ul style="list-style-type: none"> <li>Standard Commodity Acquisitions on Hand Inventory</li> <li>Standard Commodity Acquisitions</li> </ul> <p>Invoicing:</p> <ul style="list-style-type: none"> <li>Invoicing State Agencies for DIT Services (3 weeks after calendar month end)</li> <li>Resolution of Invoicing Discrepancies</li> </ul>	<p>2 Business Days</p> <p>2 - 6 weeks</p> <p>On Time</p> <p>30 Days</p>
<b>Application Services</b>	Time to project agreement and scope definition. Project completion.	2-4 weeks
<b>Data &amp; Application System Availability</b>	<p><i>Transactional Systems Service Availability.</i> The % of time services were available to the client. Scheduled maintenance is not included in this measurement.</p>	On Time/On Budget/Within Scope. 99% Availability
<b>Web Site Portal</b> ( <a href="http://www.michigan.gov">www.michigan.gov</a> )	<ul style="list-style-type: none"> <li><i>Service Availability (Uptime).</i> The percentage of time the website was available to the client. Scheduled maintenance is not included in this measurement.</li> <li><i>Number of Hits.</i> This is the number of times a client website was accessed.</li> <li><i>Content Volume.</i> This is the size of the website that is used for billing purposes.</li> </ul>	99% Availability



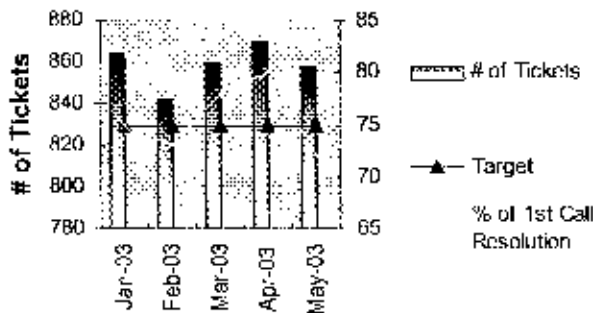
## Problem Priority Categories

Category	Criteria	Example
<b>URGENT</b> Problems will be considered the highest priority and are considered to be a possible life-threatening situation	<ul style="list-style-type: none"> <li>▪ Risk of Personal Injury or Loss of Life</li> <li>▪ Critical Infrastructure Components (e.g.; Mainframe chiller unit, LMAN Backbone)</li> <li>▪ At the direction of the Data Center Operations, Telecomm, or Security and Disaster Recovery Management Directors.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Agency network down</li> <li>▪ Production mainframe down</li> <li>▪ Security system down effecting a large number of users</li> <li>▪ LEIN Interface or system down</li> </ul>
<b>HIGH</b> Problems will be considered the second priority and reflect a situation where the public is being directly impacted in a negative way	<ul style="list-style-type: none"> <li>▪ Any outage or performance degradation that directly affects the public</li> <li>▪ Major operational hardware and software or non-peripheral equipment.</li> <li>▪ At the direction of the Data Center Operations, Telecomm, or Security and Disaster Recovery Management Directors.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Branch office down</li> <li>▪ Internet down or severely degraded</li> <li>▪ One or more Customer location(s) down 'Out Of Public Business'</li> <li>▪ Outages or performance degradation effecting availability of public services</li> <li>▪ Key Treasury funds transfer down</li> <li>▪ Severe degradation in response time effecting public services</li> </ul>
<b>MEDIUM</b> All problems not meeting the Urgent or High criteria will be assigned Medium priority status; this default will be considered the third priority and reflect a situation where there is no risk of personal injury, and the public is not being directly effected.	<ul style="list-style-type: none"> <li>▪ Network outages or performance degradation effecting users that are not involved directly with the public</li> <li>▪ Internal e-mail issues</li> <li>▪ General how-to questions</li> <li>▪ Problems/Issues with non-public service batch jobs</li> <li>▪ Degradation in response time effecting non-public applications</li> <li>▪ Password resets for users not directly involved with the public</li> </ul>	<ul style="list-style-type: none"> <li>▪ All Other Requests</li> </ul>

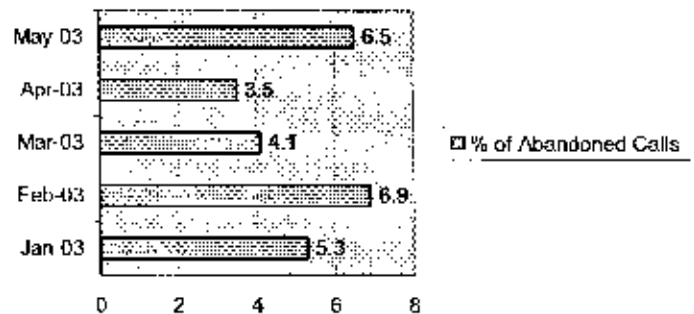


## State of Michigan – Department of Information Technology (DIT) 6-Up Internal DIT Service Metrics – June 2003

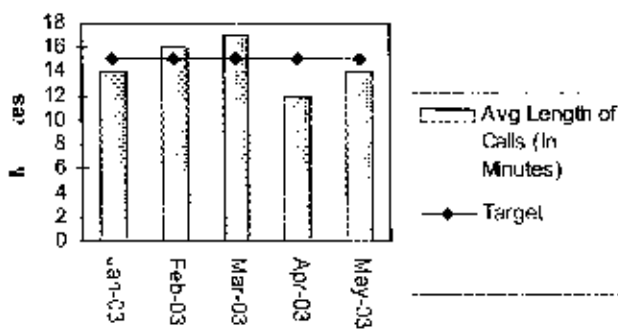
**CSC - First Call Resolution**



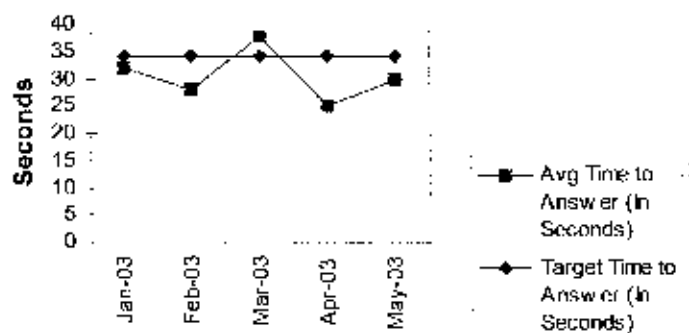
**% of Abandoned Calls**



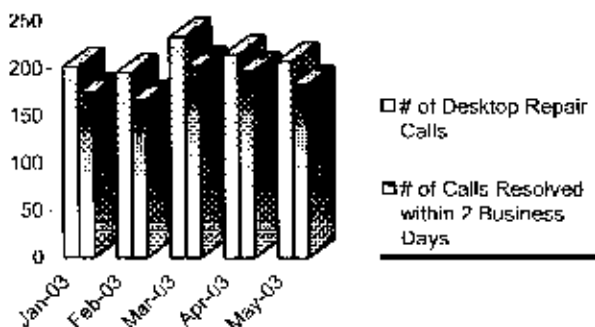
**CSC - Average Call Length**



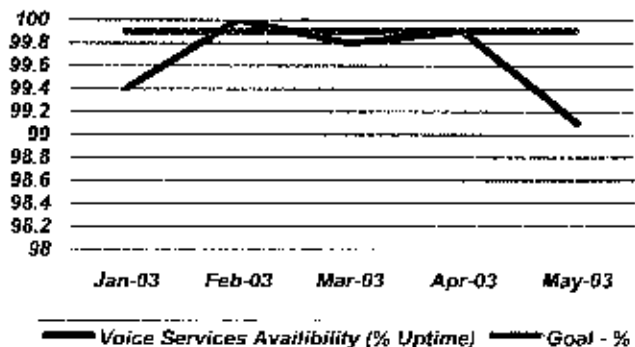
**CSC - Time to Answer**



**Desktop - Resolved Cases**



**Voice Services Availability**



Note – This is a **SAMPLE** Report; Metrics reflected are not actual Service Statistics.





## **State of Michigan – Department of Information Technology (DIT)**

### ***Metrics – June 2003***

#### **Application Services**

*Goal – On Time/On Budget/Within Scope*

#### **Projects:**

1. Project XYZ

Status – Briefly explain project status as it relates to schedule, budget and scope.

#### **Center for Geographic Information**

*Goal – On Time/On Budget/Within Scope*

#### **Projects:**

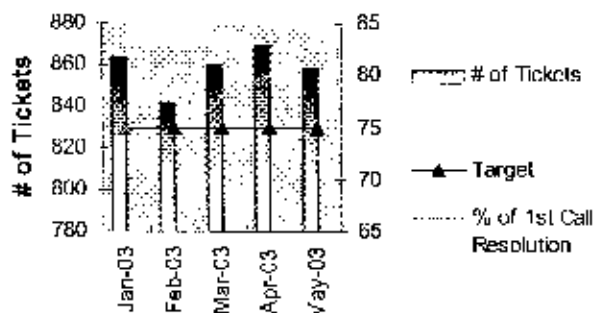
2. Project Map Michigan

Status - Briefly explain project status as it relates to schedule, budget and scope.

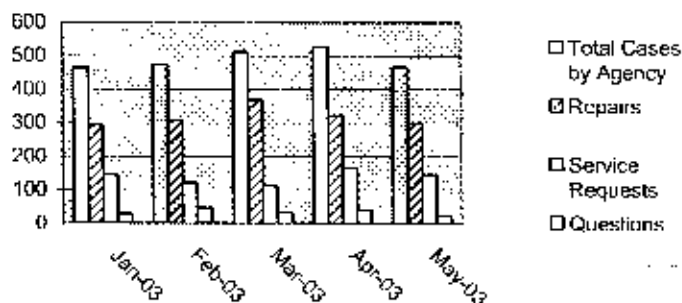


## State of Michigan – Department of Information Technology (DIT) 6-Up External DIT Service Metrics – June 2003

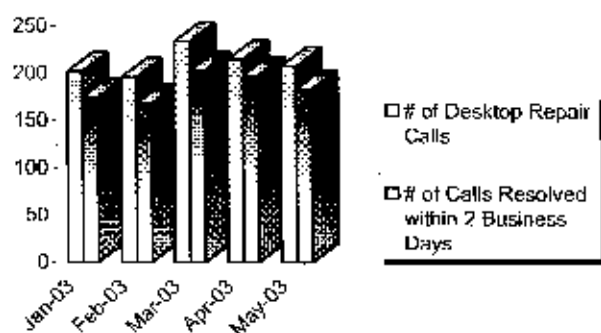
### CSC - First Call Resolution



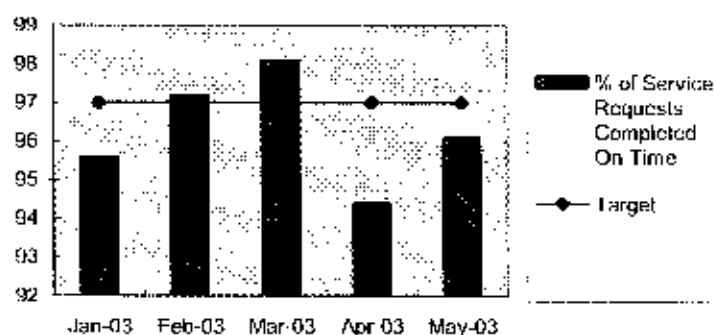
### Case Count by Case Type



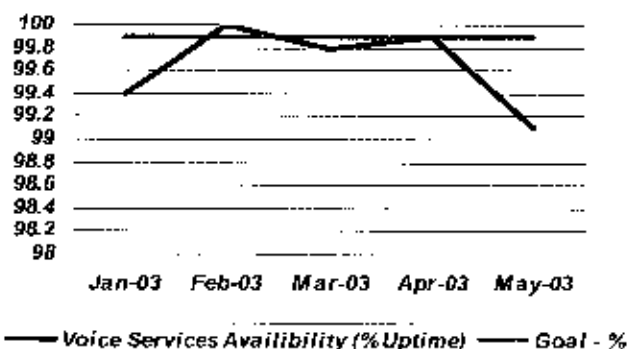
### Desktop - Resolved Cases



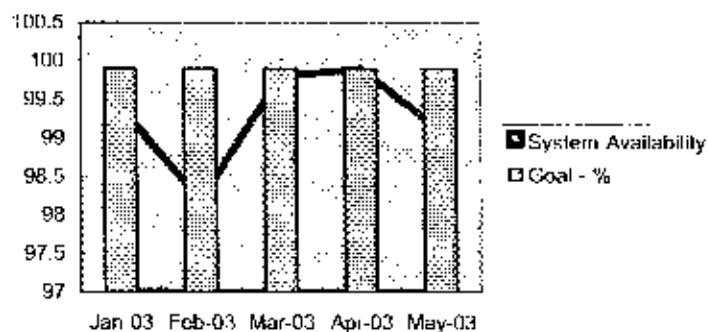
### Service Request On-Time Completion



### Voice Services Availability



### Data & Application System Availability



Note This is a **SAMPLE** Report; Metrics reflected are not actual Service Statistics.